

Maximising  
bookings for  
.....  
*Guest Houses,  
Hotels  
& B&Bs*

An introduction to



# FullHouseBookings

Online Bookings Management



Discover more at [www.fullhousebookings.com](http://www.fullhousebookings.com)

# Full House Bookings

## A guide to our Online Bookings Management Service

Internet bookings are big business for all types of holiday accommodation but like many of our existing clients, you may feel you don't have the time or the internet experience to deal with all the hard work online advertising can create.

We can take control of this complicated and time consuming, but essential side of your business for you by carrying out everything required to achieve success through online bookings.

At Full House Bookings, we offer a unique, proven, affordable and friendly service which increases booking rates and reduces administration time for our clients. With around 80% of accommodation now being booked through the internet, it's vital that you make the most of that opportunity.

Please have a look through this booklet to find out how we can maximise the potential of your business.



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## What we do

- 1** We list your accommodation on approximately 50 of the leading property and accommodation websites including [www.booking.com](http://www.booking.com) and [www.laterooms.com](http://www.laterooms.com)
- 2** We create a unique property profile to be viewed on accommodation websites, which includes detailed information about your accommodation along with photographs and policies.
- 3** We manage and coordinate all of your online bookings, alerting you to any new reservations via phone, email or text, whichever suits you best.
- 4** We manage your booking calendar throughout the year, ensuring that all of the websites you are listed on are displaying up to the minute availability. Our in house processes also mean that any online diaries are coordinated with your own, which cuts down on precious admin time and makes your ever changing diary simple and easy to understand.
- 5** **If required we can help create you your own website for your property absolutely FREE of charge as part of our service!**

We'll work closely with you to ensure we produce a website that reflects your business and helps you to showcase your accommodation to its fullest potential. Please contact us for examples of websites we have created free of charge for our clients.

- 6** We can provide you with a secure online diary, to help you keep track of your bookings. The details of any bookings we send you are automatically inserted into the diary for you.



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Our main aim is to make sure all of this is done without you having to lift a finger. You don't even need to turn a computer on to take advantage of the huge amount of people looking for accommodation online. We'll do all of that for you, which means you can focus on running your business and taking care of your guests.

## A Tailored approach

At Full House Bookings, we understand that all businesses are different, and we don't want to disrupt the way you normally work.

Our services can run alongside your normal business activities seamlessly, without you having to change a thing. We're always at the end of the phone and happy to adapt the way we work to suit your requirements. We take time to make sure we have a strong understanding of your business, your goals and the way you want to work before putting together a package that is fine tuned to your needs.

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## About Full House Bookings

Full House Bookings is a small and friendly family run firm born out of a desire to help a family member increase online bookings at their own B&B.

After an incredibly successful year with record numbers of bookings, a friend asked if we could do the same for them. It was only when a third B&B owner heard of the success and requested that we help them too, that we realised the true potential of the service and created Full House Bookings.

As soon as we signed up some hotels and pubs with rooms, it became evident that our service is of huge benefit to larger establishments, not only cutting down on staff wages and training, but also ensuring their diaries and listings are correctly maintained, minimising errors and maximising revenue.

We have increased the number of bookings received by all of our current clients and are more confident than ever that our friendly yet professional approach is a perfect fit for owners looking to make the most of online opportunities.

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## Pricing, servicing and Terms

First of all, it's important to understand that Full House Bookings only ever receive commission for bookings directly generated through our online booking system. All set up costs are totally free of charge, and we don't ask for any ongoing subscription fees.

*For every booking we send you, Full House Bookings charge a flat fee of just £5 per room per night. Commission charges from third party sites also apply and vary depending on the source of the booking.*

## Here's a quick recap of what we offer, and what we charge:

- Creation of your online property profile
- We provide you with listings on the world's biggest accommodation websites
- Diary management across all websites
- Phone, email or text message confirmation for every single booking
- A brand new website for your own property
- Flexible, tailored approach
- Regular communication. Call or email us any time for help, updates or advice
- Transparent charging system **£5** per room per night
- No additional charges, membership fees or hidden costs
- Optional free online diary for your use

Full House Bookings was brought about to make life easier for people who want to increase their bookings through the power of the internet. Let us help your business reach its fullest potential and contact us today for a no obligation chat.



## Testimonials

Here's what a few of our clients have had to say about us over the last year.

*"The system works perfectly for my hotel, the free diary is really useful and has all the information we need for each guest. We are full every weekend yet I don't spend any time or money on advertising. I can't recommend the service enough to other hoteliers."*

**Mr Marshall, Blackpool**

*"Since we started using the online booking service our bookings have shot up enormously. We have found Full House to be professional, approachable and easy to contact. Bookings appear in our email inbox where there is an easy to click confirmation button. I would recommend using Full House to anyone."*

**Mrs Sharpe, Okehampton**

*"We are delighted with the service Full House Bookings provide, we have found that they do "just what it says on the tin". I wish we had found them years ago."*

**Mr Dykes, Barnard Castle**

*"I have no idea how to use a computer, I can't even turn one on, yet I still benefit from all the websites that other properties in my town use. Full House Bookings call me to give me the details of the bookings and do everything for me. Full House Bookings are willing to help, give me advice and pass on hints and tips that other customers have shared. It's a fantastic service which has stopped me from being left behind."*

**Mrs Brown, Dalbeattie**



# FullHouseBookings

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